

Singularium Revolutionizes ITeS/KPO/BPO Operations with AI-Powered STEPZERO Platform

AI-Driven SaaS Solution Achieves 10x Speed Increase and 60% Cost Savings for Back and Middle Office Processes

Bengaluru, Karnataka Oct 13, 2024 ([Issuewire.com](https://www.issuewire.com)) - AI-Driven SaaS Solution Achieves 10x Speed Increase and 60% Cost Savings for Back and Middle Office Processes

Singularium Technologies, an AI-first innovator, has launched STEPZERO, an AI-powered platform transforming ITeS, KPO, and BPO operations. Addressing limitations in existing workflow solutions, STEPZERO enables firms to achieve unprecedented efficiency and cost savings in back and middle office processes. This launch marks a significant milestone for Singularium, which focuses on customer-centric R&D and AI to transform traditional business processes into “SMART” processes. Previously a captive platform, STEPZERO is now available to clients worldwide, offering a significant opportunity for firms to modernize operations and achieve AI-driven efficiency. Singularium also plans to expand into North America and Europe and launch a unique offering for the growing Global Capability Center (GCC) segment in India.

The Challenge

Traditional low/no-code workflow platforms struggle to meet modern business needs in areas like AP automation, identity verification, product cataloguing, and content operations. These solutions often restrict users to form-based interfaces, support only linear workflows, and lack effective task prioritization.

Introducing STEPZERO

STEPZERO, developed by Singularium, represents a quantum leap in workflow management. This custom platform overcomes current system limitations, offering a flexible and efficient solution for ITeS, KPO, and BPO firms.

“STEPZERO is not just an incremental improvement; it’s a complete reimagining of how AI can enhance back and middle office operations,” said Sudhir Sekharan, CEO of Singularium. “We’ve created a platform that adapts to the complexities of real-world processes, enabling businesses to achieve remarkable gains in speed, accuracy, and cost-efficiency.”

Key Features

- **Advanced Workstation Design:** Boosts productivity with screens capable of handling multi-modal inputs for human interaction.
- **Flexible Workflow Management:** Supports non-linear workflows for complex, real-world process management.
- **Integrated Gig Economy:** Provides access to gig workers for executing microtasks, ensuring scalable labor according to demand.
- **Robust Quality Control:** Built-in mechanisms guarantee highly accurate outputs, critical for precise data processing.
- **Seamless Integration:** Modular architecture allows easy integration with third-party services and applications like Freshdesk, Salesforce, Oracle, HubSpot, ChatGPT, and Azure/AWS

cognitive services.

Proven Results

Singularium's implementation of STEPZERO has demonstrated remarkable results:

- Daily handling of USD 3-5 million worth of purchase transactions
- Editing over 2,000 images per day
- Cataloguing 100,000 to 200,000 products daily

"Our clients, including several Indian unicorns, have reported a tenfold increase in process speed and cost savings exceeding 60%, all while significantly enhancing output quality," noted Siddharth Parthasarathy, co-founder of Singularium. "STEPZERO isn't just about automation; it's about intelligent, adaptive workflow management that evolves with your business needs."

About Singularium

Singularium is an innovative AI-first company that seamlessly combines AI and human agents to deliver highly accurate business outcomes. Our focus areas include:

- **Business Process Management-in-a-Box:** AI powered by a Human-in-the-loop approach to unlock efficiencies in business processes for Internet businesses.
- **STEPZERO Platform:** Helping Global Capability Centers, BPOs, and KPOs reimagine processes using AI for improved efficiency.

For more information about how STEPZERO can transform your operations, visit <https://www.singularium.in> or contact info@singularium.in.

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